



Arizona Department of Education  
Tom Horne, Superintendent of Public Instruction

## **2006-2009 School Health and Nutrition Professional Development Plan and Survey Result**



Academic Achievement  
Health and Nutrition Programs  
602-542-8700

March 2006



Arizona Department of Education  
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## Professional Development Survey Results and Analysis

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March 2006



Arizona Department of Education

2006-2009  
School Health and Nutrition  
Professional Development Plan  
&  
Survey Results

March 2006



# 2006-2009 School Health and Nutrition Professional Development Plan And Survey Results

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State of Arizona  
Department of Education

Tom Horne  
Superintendent of  
Public Instruction

January 2006

NSLP Participants,

I am pleased to present the 2006-2009 School Health and Nutrition Professional Development Plan & Survey Results. The Professional Development Survey was administered by the Health and Nutrition Services Unit at the Arizona Department of Education in order to determine the needs of Food Service Professionals. The data was examined and a three year Professional Development plan was created to address the requests of Food Service Professionals in Arizona.

The overall results of the Professional Development Survey have driven the creation of an excellent Professional Development Plan tailored specifically to Arizona Food Service Professionals. There were results that had exciting significance for School Health and Nutrition:

- 87% of respondents indicated School Health and Nutrition staff offered excellent to good customer service
- 86% of respondents said their Specialist was readily available.

As a state agency that prides itself in customer service, it is rewarding to hear our efforts have been successful. Our goal is to continue to provide superior service and we know the results received in the Professional Development Survey will help to ensure our goal is met.

Finally, I want to say that the successful completion of this project is due to the outstanding and gracious cooperation the Health and Nutrition Services team received. I and my colleagues offer a sincere thank you to everyone who made this project successful.

Sincerely,

Mary Szafranski  
Deputy Associate Superintendent  
Arizona Department of Education





## Health and Nutrition Services

### History of Professional Development Seminars

The Arizona Department of Education is committed to providing our sponsors with the most pertinent and current trainings to ensure the success of their school food service operation. We take great pride in our ability to bring into Arizona, speakers and presenters from around the country who are at the top of their field. It is our goal to maximize the abilities of our sponsors to reach their full potential by following our Professional Development mission statement:

*To optimize both the professional potential of school food service personnel and the nutritional status of meals served in Arizona schools*

Professional Development seminars are geared towards food service directors, however, these seminars are available to anyone who would like to enhance their professional skills in the school food service, nutrition and health arenas. In the past eight years, ADE has strived to meet the needs of our sponsors by offering a variety of trainings as outlined below.

DATE	TRAINING/TOPIC	PRESENTER	AUTHOR OF MATERIALS
1997-98	InTEAM Cost Control	Dorothy Pannell Martin & Gertrude Applebaum	InTEAM Associates, Inc
1998-99	Tool Time N-FilesMission Possible	ADE	ADE
1998-99	InTEAM Cost Control	Dorothy Pannell Martin & Gertrude Applebaum	InTEAM Associates, Inc
1998-99	Nutrikids/NuMenus	Nutrikids	Nutrikids
1999-00	Tool Time N-FilesMission Possible	ADE	ADE
1999-00	InTEAM Cost Control	Dorothy Pannell Martin & Gertrude Applebaum	InTEAM Associates, Inc
1999-00	Nutrikids/NuMenus	Nutrikids	Nutrikids
1999-00	Serving it Safe (5 classes)	ADE	USDA
1999-00	Internet Navigation and Nutrition Policy	ADE	ADE
2000-01	Tool Time N-FilesMission Possible	ADE	ADE
2000-01	Nutrikids/NuMenus	Nutrikids	Nutrikids
2000-01	Healthy Edge 2000- Multiple workshops Foundation (SFSF)	ADE	School Food Service
2000-01	Hand in Hand:Making a difference together	ADE	Panel of Speakers
2000-01	First Choice	Marlene Gunn	National Food Service Management Institute (NFSMI)
2000-01	Informational Processing Workshop	ADE	ADE
2000-01	Training Pathways for Professional Development	ADE	ADE
2000-01	Serving it Safe-multiple workshops	ADE	USDA
2001-02	National School lunch Program (NSLP) Professional Seminars-Nutrition Track & Business Track	ADE	ADE
2001-02	Nutrikids/NuMenus	Nutrikids	Nutrikids
2001-02	Informational Processing Workshop	ADE	ADE
2001-02	First Choice/Procurement	Marlene Gunn	NFSMI

2001-02	Changing the Scene: Improving the School Nutrition Environment	ADE	USDA
2001-02	Summer Food Service Program Workshops	ADE	ADE
2001-02	Leadership Development for Managers	Kathy Gromoll	NFSMI
2001-02	Serving it Safe	ADE	USDA
2001-02	Setting the Stage for HACCP	Virginia Webb	NFSMI
2001-02	Resources to Enhance your CNP	Virginia Webb	NFSMI
2001-02	Resource NFSMI	Virginia Webb	NFSMI
2002-03	Leadership Development for Managers	Kathy Gromoll	NFSMI
2002-03	Serving it Safe	ADE	USDA
2002-03	Cost Control	Gertrude Applebaum	InTEAM Associates, Inc
2002-03	Management Skills for Success	Kathy Gromoll	NFSMI
2002-03	NuMenus	ADE	ADE
2002-03	Food Safe Schools	ADE	ADE
2003-04	Healthy Vending	Enid Hohn	Enid Hohn
2003-04	SUCCESS (formally know as) Training Pathways	Kathy Gromoll	ADE
2003-04	Serving it Safe	ADE	USDA
2003-04	Management skills for success	Kathy Gromoll	NFSMI
2003-04	Serving it Safe	ADE	USDA
2003-04	Advanced Changing the Scene	Dayle Hayes	USDA
2003-04	Serving it Safe	ADE	USDA
2003-04	Marketing Your School Lunch Program	Michael Hirsch	Georgia Department of Education
2004-05	Ethics	Charles Parnell	AZ Government University
2004-05	SUCCESS (offered twice)	Laura Royal	AGTS and ADE
2004-05	Serving it Safe (offered three times)	ADE	USDA
2004-05	Achieving an Effective Food Service System	Kathy Gromoll	NFSMI
2004-05	Organizational Skills	Sue Shipman	Sue Shipman
2004-05	Get a Grip! Dealing with Difficult People	Kathy Gromoll	Kathy Gromoll
2004-05	HACCP: the new requirements	Bart Christian and ADE	Bart Christian
2004-05	The Road to SMI success	ADE	ADE
2004-05	If You Sell It, They Will Buy It	ADE	ADE
2005-06	New HACCP Requirements	Bart Christian and ADE	Bart Christian
2005-06	First Choice Procurement	Charles Kirby, Tommy Ramey	NFSMI
2005-06	SUCCESS (offered twice)	Laura Royal	AGTS and ADE
2005-06	Tools for Healthy Schools	Panel of experts	Panel, ADE, USDA
2005-06	Serving it Safe (offered three times)	ADE	USDA
2005-06	Advanced Changing the Scene	Dayle Hayes, USDA	Dayle Hayes, USDA
2005-06	SFNS Credentialing Exam	Sponsored by ADE	SNA
2005-06	Healthier U.S. Challenge	ADE	USDA

Professional Development is a vital component to the formation of a well-trained food service staff. The Arizona Department of Education is dedicated to providing the necessary tools to assist schools and organizations improve the nutrition and well being of Arizona Students. In order to meet the specific needs of our sponsors, ADE conducted a survey of all sponsors participating in the National School Lunch program.

## Methodology for the 2006 Professional Development Survey

The 2006-2009 Arizona Department of Education (ADE) Professional Development Survey for the School Health and Nutrition programs was developed with the intent to survey all National School Lunch Program (NSLP) sponsors on their training needs and interests for the next three years. The survey was initially developed by the School Health and Nutrition specialist staff. A draft of the survey was given to members of the Arizona School Food and Nutrition Association (SNAAZ) for their input on questions and key information they wanted to know about the Arizona NSLP sponsors for the purposes of SNAAZ.

The final survey comprised of 79 questions divided into two sections. The first section included questions on demographics, past workshops/trainings the interviewee had attended, and ADE customer service. The second section surveyed the interviewee's current training needs and interests. The participants were asked to rate each need or interest on a scale from 1-4, with 1 indicating no interest in the subject and 4 indicating very interested in the subject. The second section had six subsections where the participant was asked to rate their preferences. The subsections included: human resources, business, nutrition and menu planning, marketing, and other miscellaneous categories such as public speaking and understanding the legislative process.

### WHO WAS INTERVIEWED?

The survey was phone based and was administered by a member of the ADE staff. For those sponsors who were unable to participate by phone, their responses were faxed. The survey took approximately 10-15 minutes to complete and the entire process took 3 months to finalize. A total of 363 sponsors were contacted, of those, 4 refused to complete the survey and 30 did not respond back to the interviewer to complete the survey. This resulted in a 91% response rate.

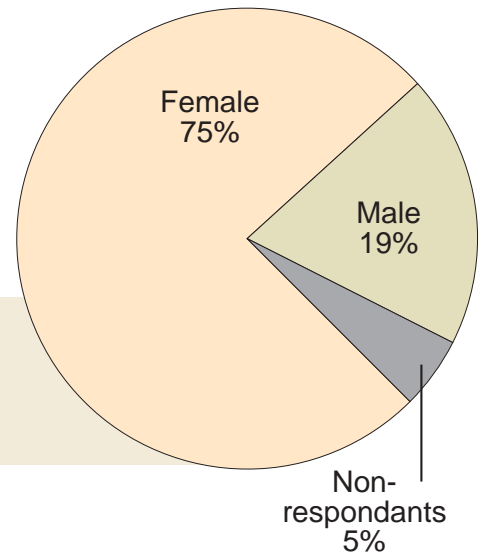
The surveys were electronically scanned into a Fujitsu 4010CU Image Scanner. The scanner downloaded the information into Remark Office OMR, Version 5.5 for Windows by Principia, a software package compatible with the scanner to read the data and format in a spreadsheet. Once all the data was scanned it was transferred into a Microsoft Excel spreadsheet to complete the analysis.

The graphs and tables that comprise this report were generated solely from this professional development survey project and not from any other survey taken during a NSLP workshop or training class.

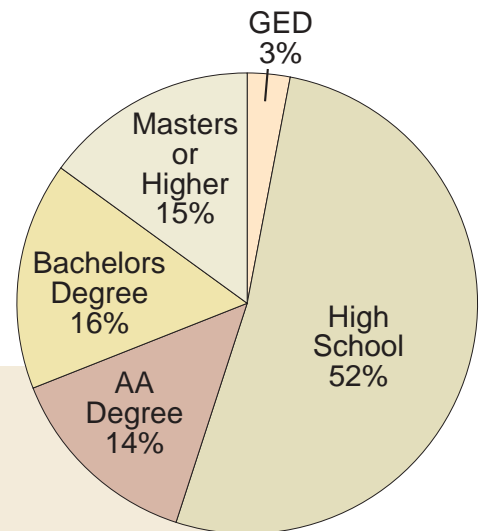
# Arizona Department of Education 2006-2009 Professional Development Survey

## Demographics

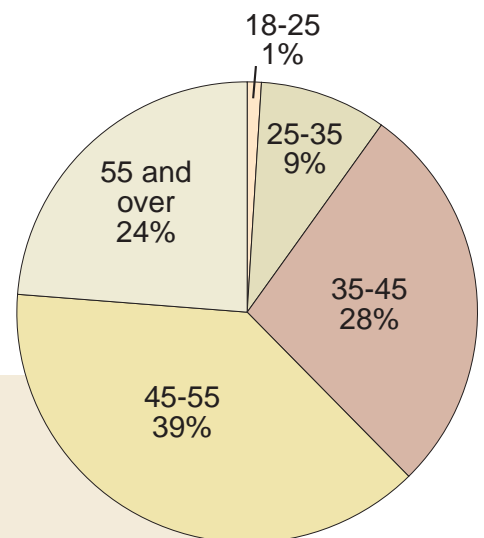
Gender



Level of Education

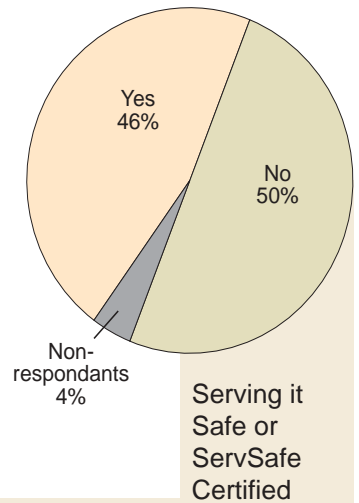
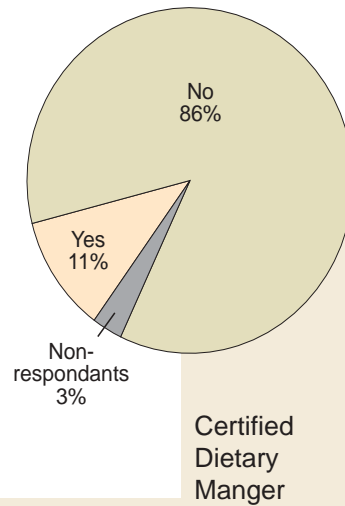
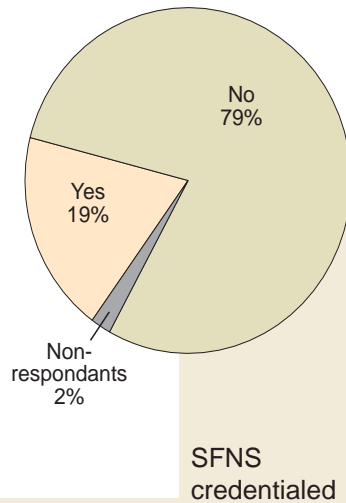
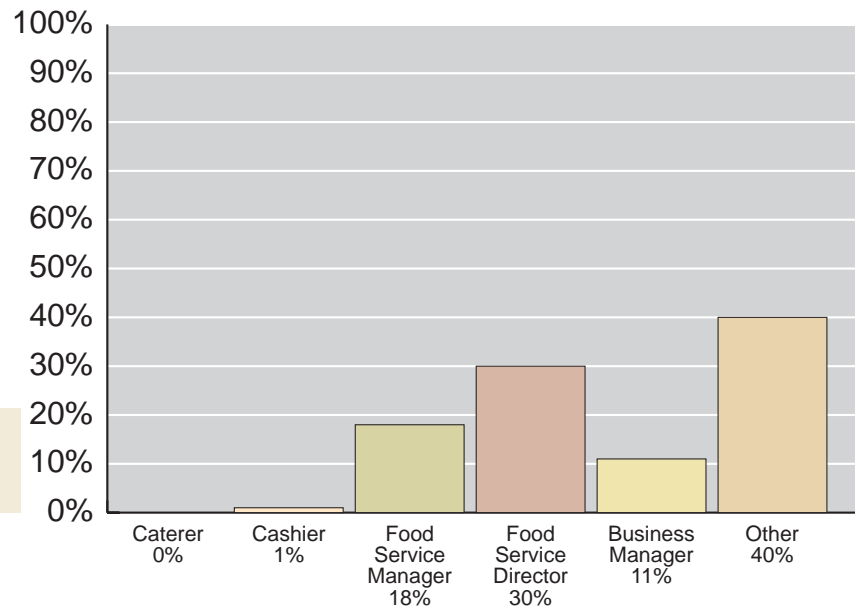


Age

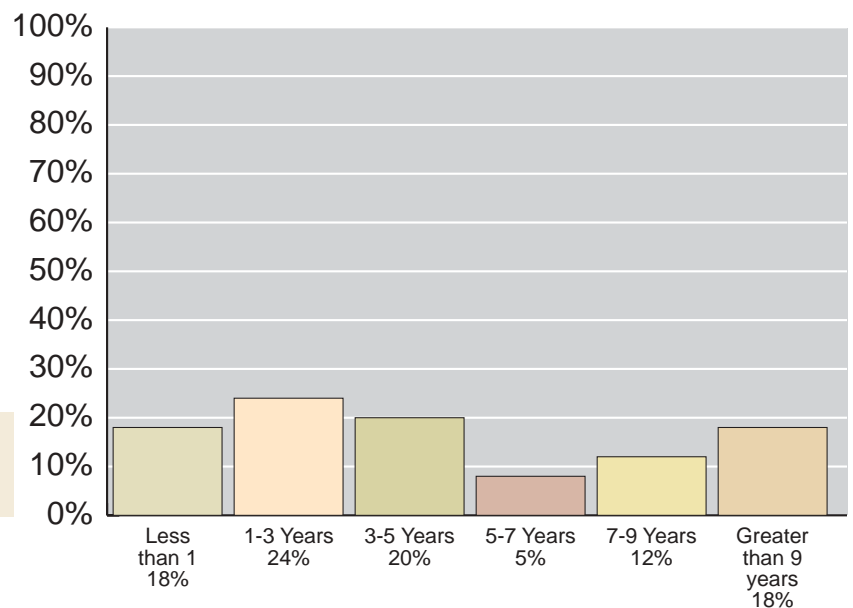


## Your Current Position

### Job Responsibility

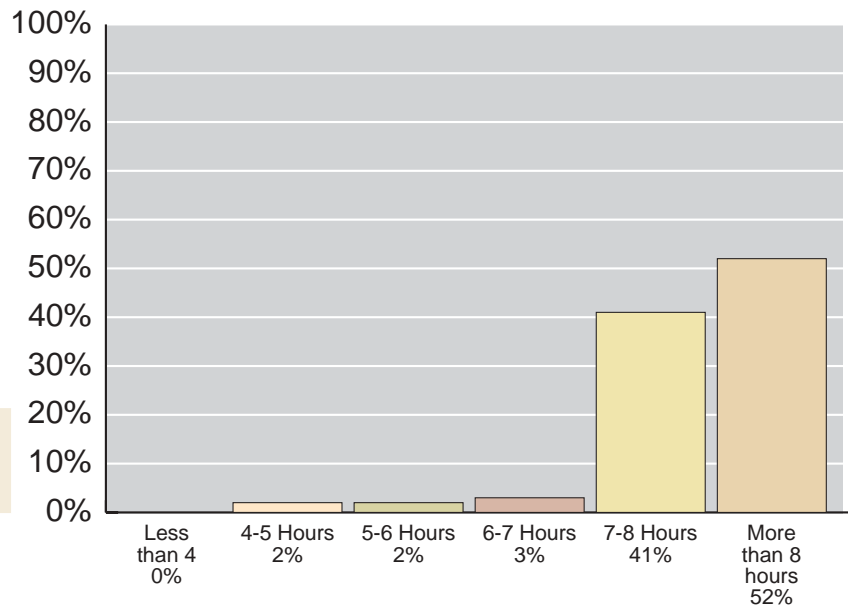


### How many years in current position?

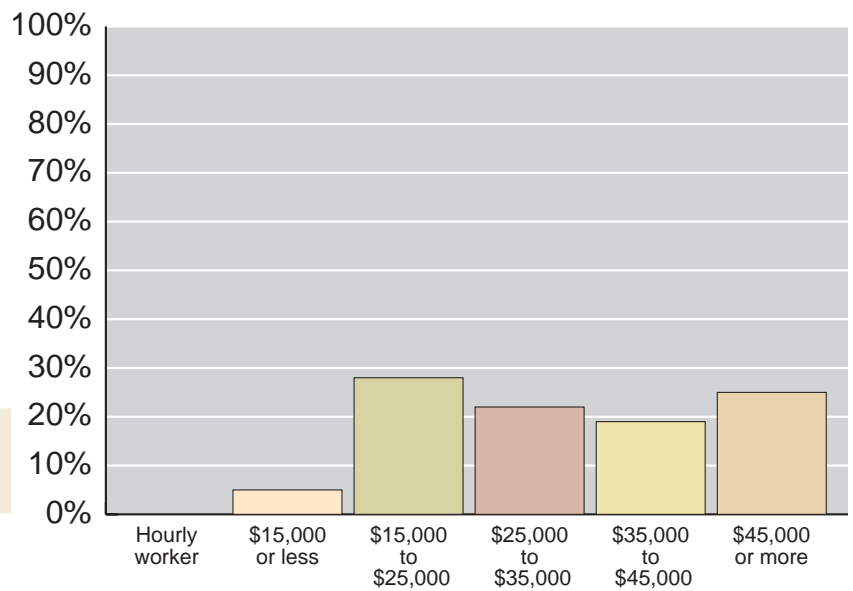


# Your Current Position (continued)

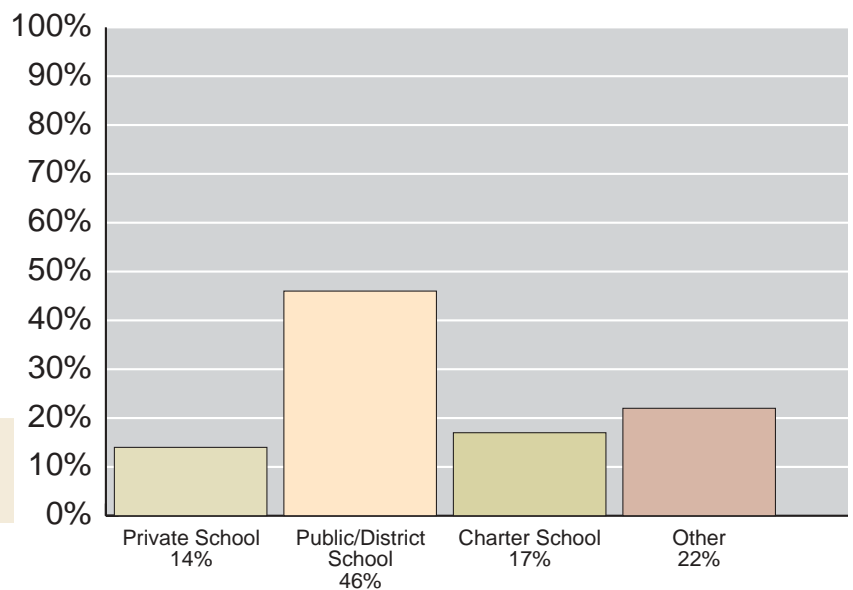
Hours of work per day



Current annual Salary

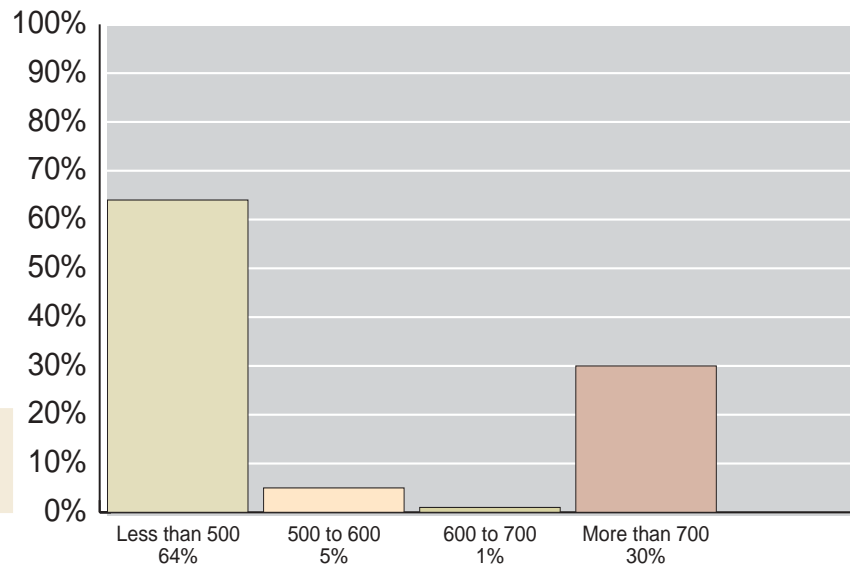


Type of school

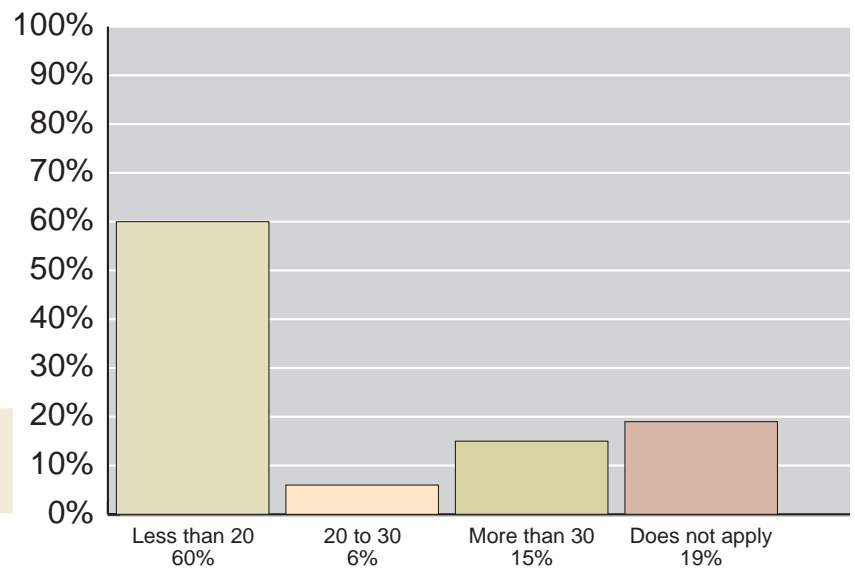


## Your Current Position (continued)

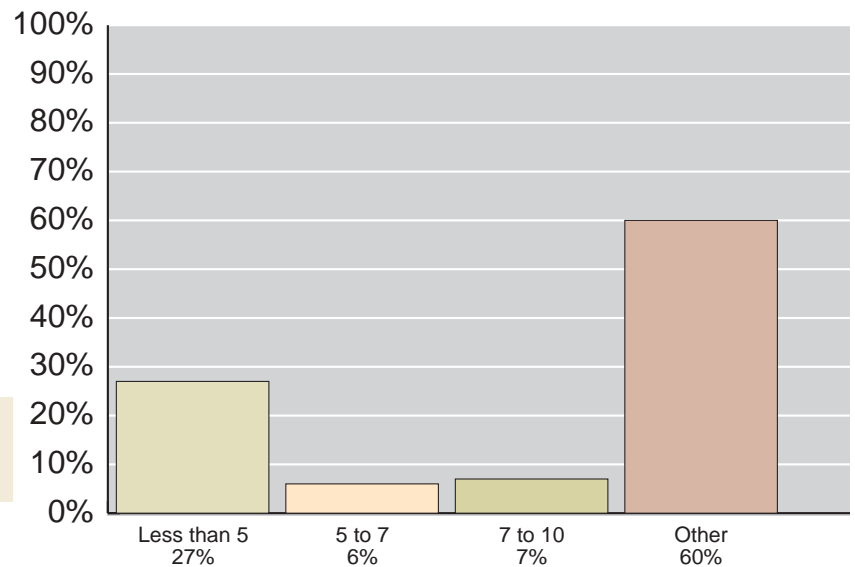
Average daily participation by students



If you are a director, how many employees do you supervise?

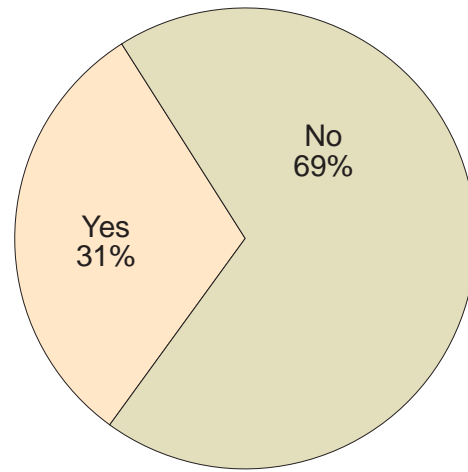


If you are a manager, how many employees do you supervise?

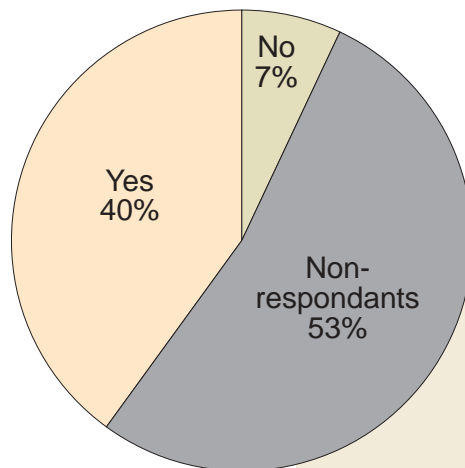
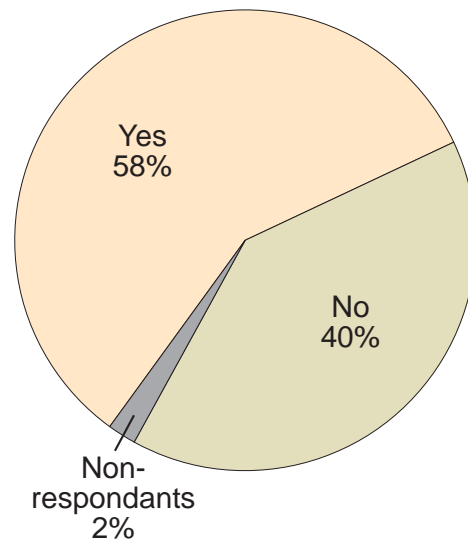


## Your Current Position (continued)

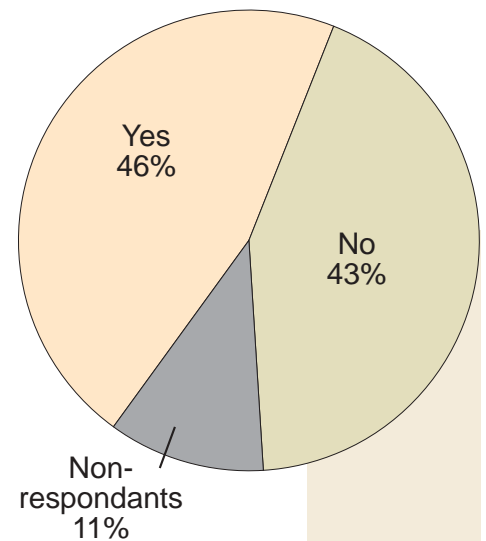
SNA member



Currently have wellness policy



If no wellness policy, do you plan to develop one next year?

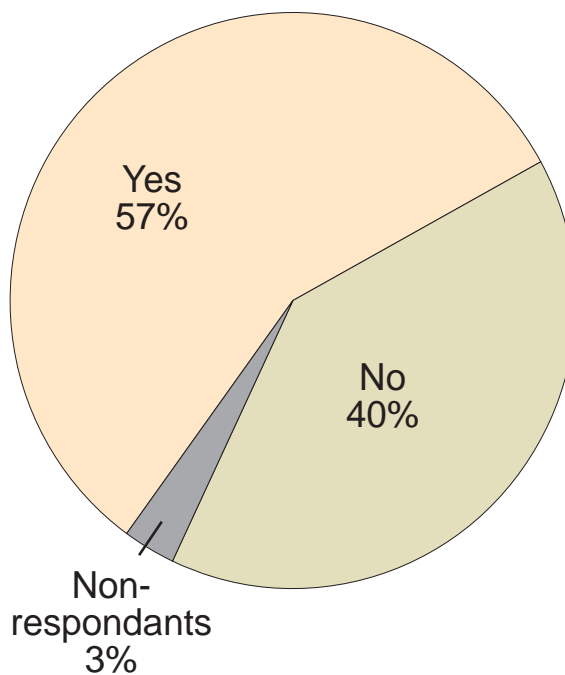


Recess before lunch



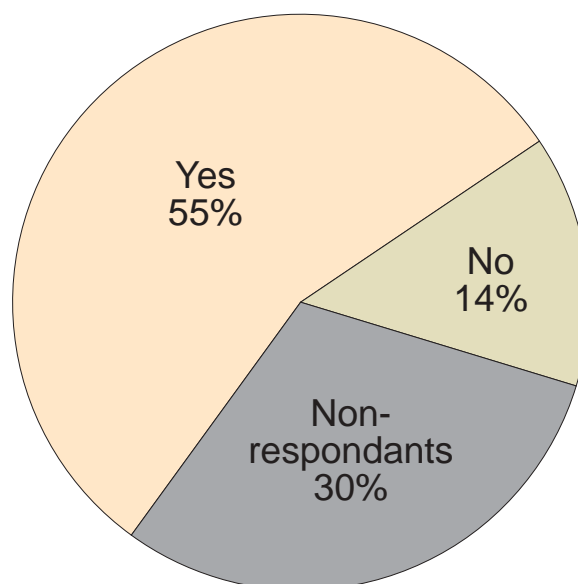
## Workshop/ Training

In past 12 months have  
you attended any  
ADE's workshops



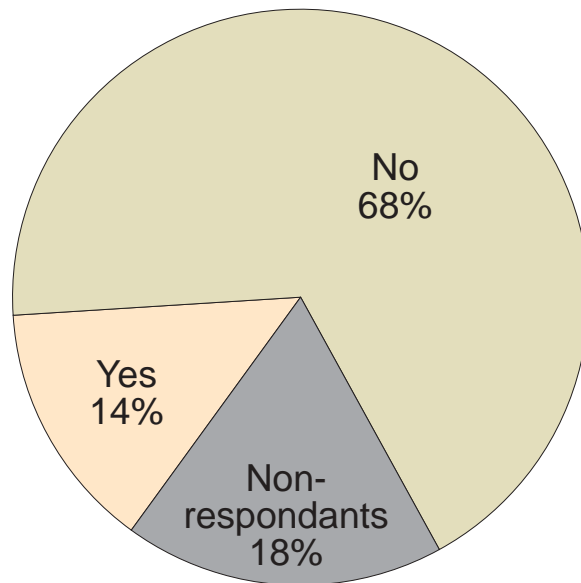
Business basics	12
Food distribution	3
Nutrition basics	6
Special assistance	2
Contracting with FSMC	0
Preparing for your NSLP	7
Review NuMenu training	6
RCCI training	3
AFR computer based training	3
NSLP computer based training	3
Direct Certification Computer based training	4
Good distribution computer based training	2
Multiple classes attended	150

Were classes effective  
for your position



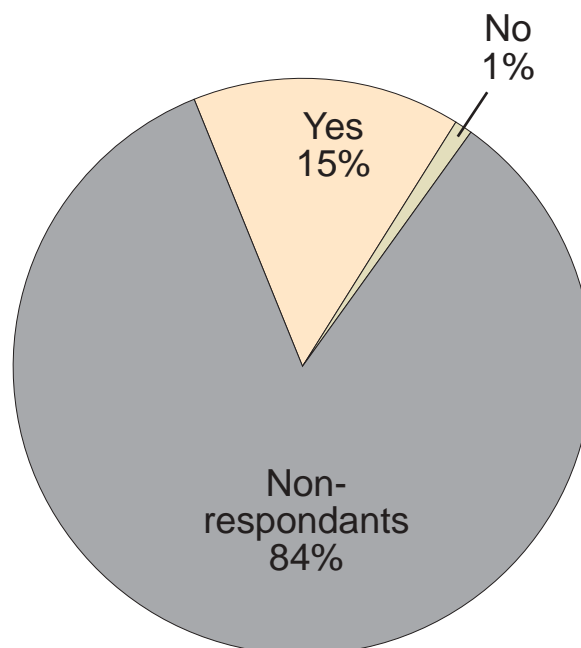
## Workshop/ Training (continued)

In past 12 months  
have you attended any  
Professional  
Development  
trainings?



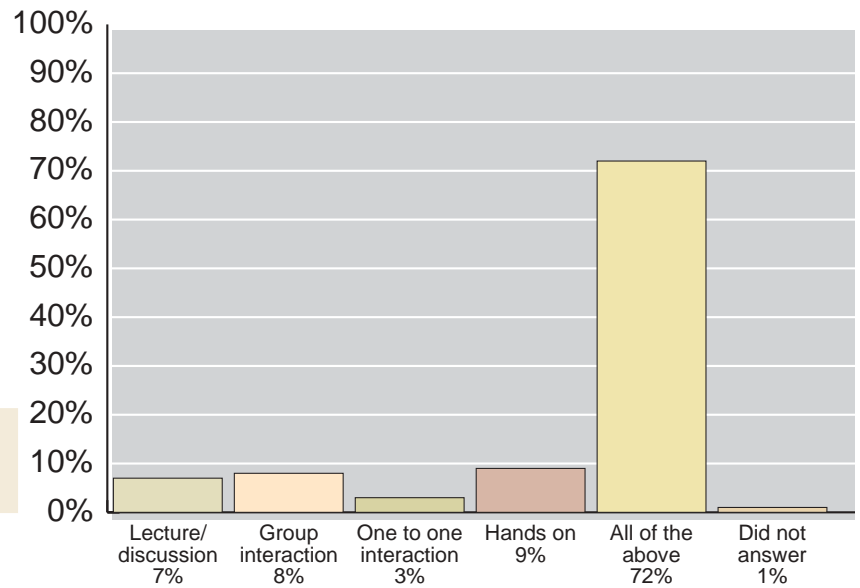
Ethics	3
SUCCESS	4
Serving it Safe	9
Management sills for Success	3
Cost control	0
Healthy Vending	0
Advanced Changing the Scene	4
Marketing your school lunch program	4
Get a grip: Handling work conflict	0
Multiple classes attended	37

Were these trainings  
effective for job

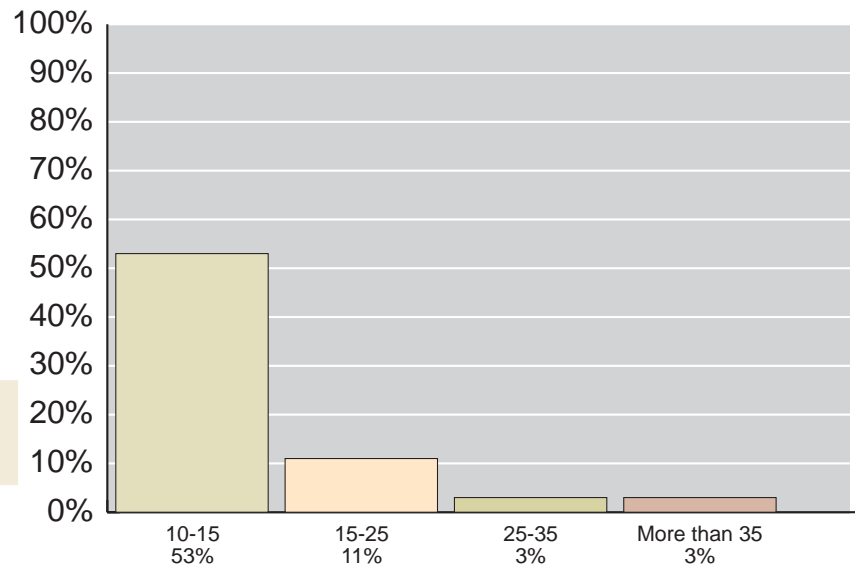


## Workshop/ Training (continued)

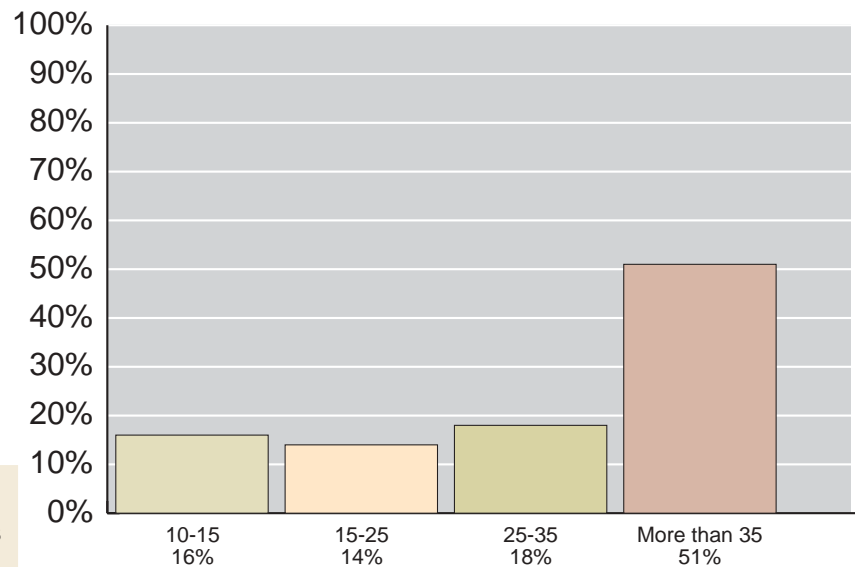
### Learning Style Preference



### Preferred training group size

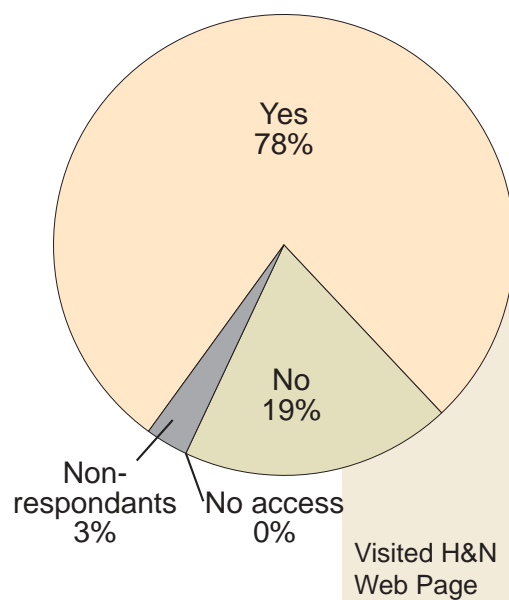
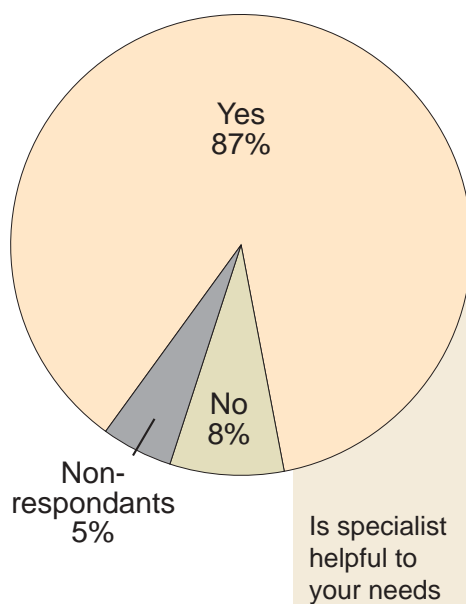
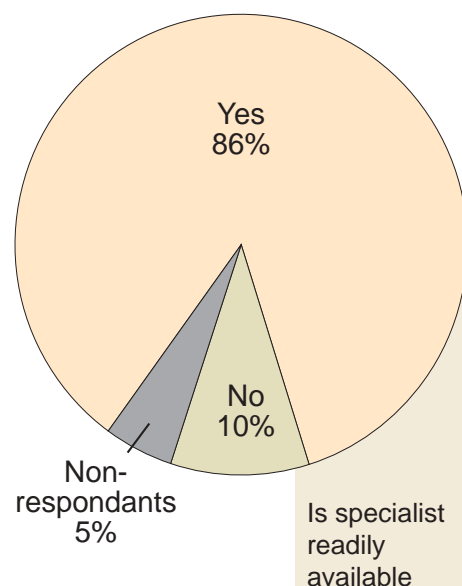
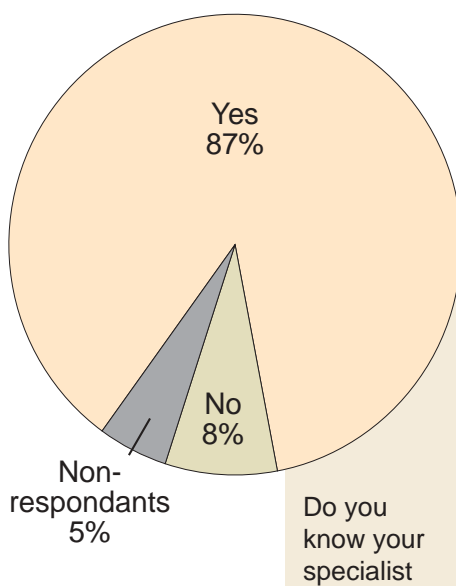
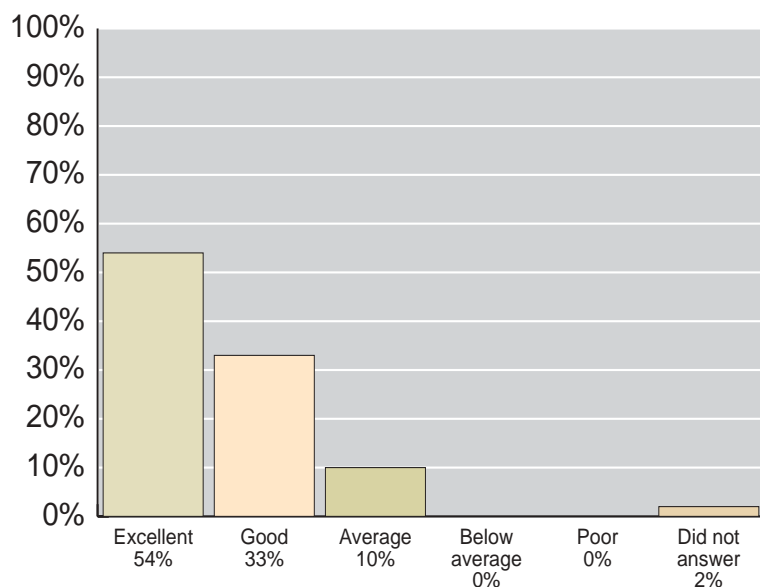


### How many miles will you travel for trainings

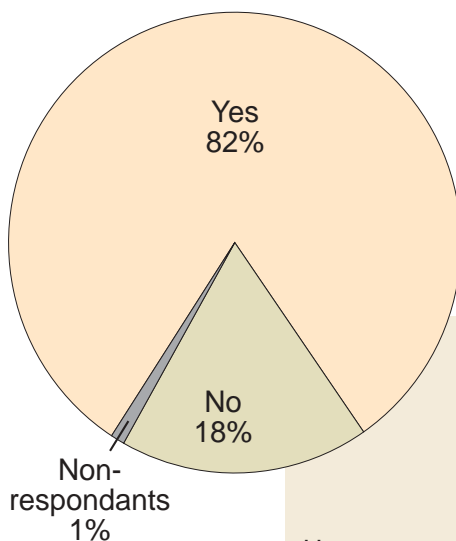


## ADE Customer Service

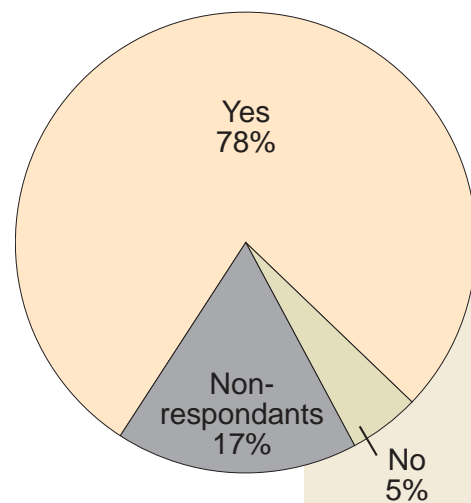
How would you rate ADE service



## ADE Customer Service

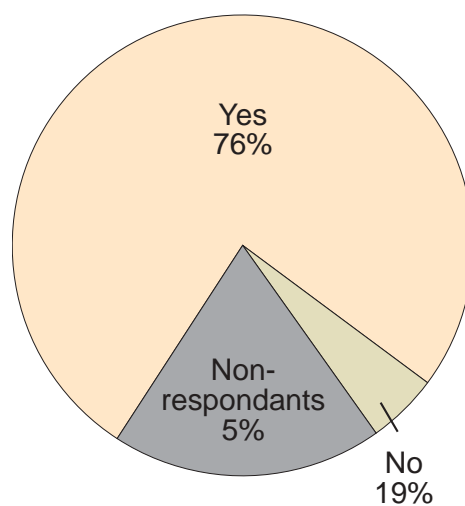


Have you read/heard of SCOOPS



Is SCOOPS informational

Is SCOOPS format eye catching



Topics you'd like to see in SCOOPS

Child Wellness and physical activity	107
Marketing techniques	213
National workshops/trainings	204
Alternative recipes	212
Nutrition tips	148
Other	348



## Professional Development Training topics

Class	Very interested	Interested	Somewhat interested	Not Interested	No Comment
<b>HUMAN RESOURCES</b>					
Conflict resolution	<b>28%</b>	<b>28%</b>	20%	16%	7%
Scheduling	19%	<b>26%</b>	<b>26%</b>	17%	11%
Ethics	31%	<b>34%</b>	17%	12%	4%
Organizational skills	42%	<b>39%</b>	9%	6%	3%
Labor management	<b>39%</b>	34%	13%	9%	5%
Motivational techniques	33%	<b>42%</b>	15%	7%	3%
<b>BUSINESS</b>					
Business communications	32%	<b>41%</b>	17%	7%	3%
Accounting	33%	<b>34%</b>	19%	10%	4%
Word processing	20%	<b>32%</b>	27%	15%	6%
Cost efficiency practices	32%	<b>39%</b>	18%	7%	4%
Basic math skills	19%	<b>23%</b>	<b>23%</b>	<b>23%</b>	11%
Internet navigation	23%	<b>33%</b>	21%	17%	7%
Databases and spreadsheets	28%	<b>35%</b>	21%	10%	5%
Contracts management	19%	<b>37%</b>	18%	17%	8%
School FS finance level 1	<b>37%</b>	<b>37%</b>	12%	7%	6%
School FS finance level 2	<b>37%</b>	36%	13%	7%	6%
Free/reduced applications	<b>37%</b>	31%	14%	12%	5%
FSMC/caterers/vendors	17%	<b>30%</b>	20%	21%	11%
Purchasing practices	28%	<b>39%</b>	16%	13%	3%
Procurement	<b>32%</b>	30%	18%	15%	6%
Point of service counts	29%	<b>35%</b>	18%	11%	6%
<b>NUTRITION AND MENU PLANNING</b>					
Offer versus serve	29%	<b>35%</b>	17%	13%	5%
SMI's menu planning	<b>39%</b>	37%	11%	7%	5%
Effective use of commodities	<b>39%</b>	35%	14%	8%	4%
Student, faculty, staff surveys	18%	<b>39%</b>	26%	11%	6%
NutriKids	<b>34%</b>	31%	17%	11%	6%
Nutrition education for schools	<b>47%</b>	35%	10%	5%	2%
Assisted NuMenus	28%	<b>29%</b>	19%	15%	9%
Competitive foods	25%	<b>31%</b>	21%	16%	8%
<b>MARKETING</b>					
Marketing techniques	<b>23%</b>	22%	22%	15%	7%
Available resources for NSLP	30%	<b>44%</b>	14%	6%	5%
Breakfast participation	28%	<b>38%</b>	15%	12%	5%
Communications with schools	26%	<b>34%</b>	21%	12%	6%
Effective presentation for schools	24%	<b>35%</b>	21%	13%	7%

Class	Very interested	Interested	Somewhat interested	Not interested	No Comment
<b>OTHER</b>					
How children learn	31%	<b>40%</b>	15%	9%	5%
Public speaking	20%	<b>37%</b>	23%	14%	6%
Environmentally friendly practices	19%	<b>46%</b>	21%	10%	2%
Training	35%	<b>44%</b>	12%	7%	2%
Mentoring	31%	<b>44%</b>	13%	9%	2%
Cafeteria designs and uses	27%	<b>31%</b>	21%	15%	6%
Benchmarking food service	21%	<b>38%</b>	21%	12%	7%
FUNDamentals software	21%	<b>35%</b>	25%	11%	6%
Working with SNA, hunger association and others	13%	<b>39%</b>	27%	11%	9%
Disseminating information to the field	16%	<b>36%</b>	25%	12%	9%
School Food service in charter schools	19%	13%	15%	<b>31%</b>	22%
Understanding legislative process	23%	<b>35%</b>	22%	14%	6%
Professional growth	36%	<b>37%</b>	12%	10%	5%
Analysis of AFR's	27%	<b>36%</b>	19%	10%	7%
Sanitation, safety and security	<b>56%</b>	28%	10%	4%	2%



## 2006-2009 Professional Development plan and training schedule

Based upon the results of the Survey, ADE has created a three year Professional Development training schedule. A few of the requests for classes that sponsors were most interested in taking are already being addressed in prescheduled sessions. Topics such as conflict resolution and motivational techniques will be covered in the SUCCESS sessions. In addition, sponsors showed a strong preference for classes in sanitation, safety and security. These areas will be covered in great detail within the Serving it Safe trainings.

We encourage all of you to take advantage of these, the classes you specifically asked to have brought to Arizona. ADE will continue to recruit the best and brightest presenters for these trainings in order to assist you in the continuous improvement of your school foodservice programs.

### 2006-2007

DATE	TRAINING/TOPIC	TIME
August 29-30, 2006	Serving it Safe	9:00-3:00 (both days)
October 26, 2006	SUCCESS	8:30-12:30
November 28, 2006	Environmentally Friendly Practices	TBD*
January 25, 2007	Labor Management	TBD*
January 30-31, 2007	Serving it Safe	9:00-3:00 (both days)
February 13, 2007	SUCCESS	8:30-12:30
March 13, 2007	Nutrition Education for Schools	TBD*
March 29-30, 2007	Serving it Safe	9:00-3:00 (both days)
April 25, 2007	How Children Learn	TBD*

### 2007-2008

September	SUCCESS	TBD*
October	Business Communications	TBD*
October	Serving it Safe	9:00-3:00 (both days)
January	Organizational Skills	TBD*
January	Serving it Safe	9:00-3:00 (both days)
February	School Finance level 1 and 2	TBD*
February	SUCCESS	TBD*
March	Serving it Safe	9:00-3:00 (both days)
April	Effective use of Commodities	TBD*

### 2008-2009

September	SMI Menu Planning	TBD*
October	SUCCESS	TBD*
October	Serving it Safe	9:00-3:00 (both days)
January	Ways to increase Breakfast Participation	TBD*
January	Serving it Safe	9:00-3:00 (both days)
February	Cafeteria Design and uses	TBD*
February	SUCCESS	TBD*
March	Serving it Safe	9:00-3:00 (both days)
April	Procurement	TBD*



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